



2016 Community Benefit Report



We focus our resources and partnership efforts into many diverse programs.

Dear Community,

As a not-for-profit, community-based health system, we belong to our community. We recognize the great responsibility that comes with being a local health care provider, and we continually seek out opportunities and partnerships to improve health and wellness in the communities we serve.

We focus our resources and partnership efforts into many diverse programs that provide assistance and support to our neighbors who need it the most. In 2016, John Muir Health contributed more than \$121 million to our community benefit activities, with 91% percent going specifically toward the community members most disadvantaged in terms of health and wellness.

Partnerships with community organizations are a focal point for John Muir Health, as we can do more and reach more people by collaborating and combining our strengths.

Some of these partnerships have led to remarkable outcomes, highlighted in this report. You'll see the impressive difference being made by the innovative Positive Minds in Action (Mentes Positivas en Acción) program that combats depression and fosters connection within the Latino community. You'll also read about how we're helping get fresh, nutritious food to a greater number of low-income families through the Food Bank of Contra Costa and Solano's Community Produce Program.

We value our partners and the incredible work they do every day to build a healthier community. By listening, engaging in two-way dialogue and collaborating, we are helping to create a network of health and wellness services and support.

I also appreciate the efforts of our community-minded physicians, nurses, staff and volunteers who live and work here, and are passionate about the communities we serve through these vital programs. My heartfelt thanks goes out to them, and our many partners, for their amazing contributions to increasing access to care and giving more people the opportunity and tools to improve their health and wellbeing.

Cal Knight

A handwritten signature in black ink, appearing to read 'Cal Knight'.

President and CEO
John Muir Health

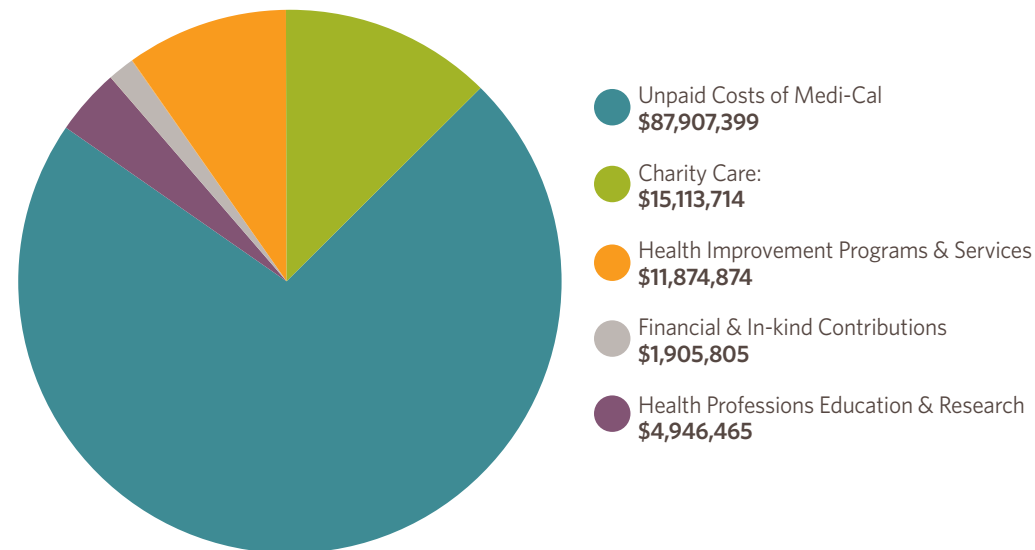
Community Benefit Breakdown

John Muir Health's community benefit contributions focus on improving the health and wellness of our communities.

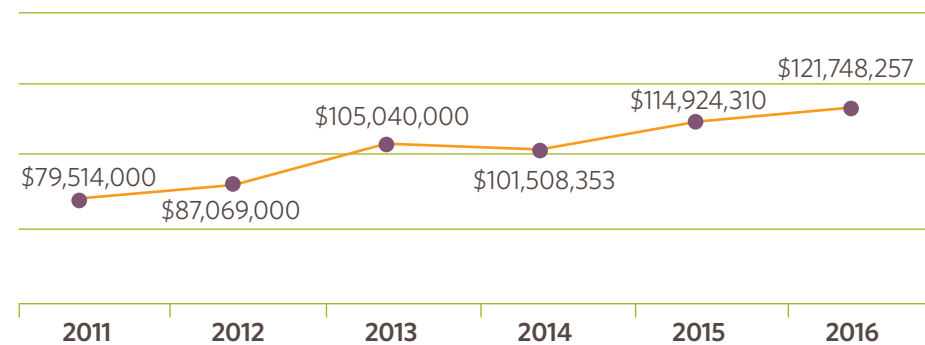
TOTAL: \$121,748,257

Community benefit describes the many health programs and medical services supported entirely or in part by John Muir Health that provide tangible benefits to the community and improve the health of its residents. Community benefit includes charity care - care for which we receive no payments, the difference between the cost of care provided to Medi-Cal patients and our payment for those services, efforts to increase access to services and improve the health of the community through grants and partnerships, and support for health professionals' education and research.

John Muir Health Community Benefit Contribution Breakdown, 2016



Total Reported Contributions





Prioritized Community Needs

The strategic Community Health Needs Assessment outlines our three-year actions, in partnership with the community, to meaningfully improve health for those who face barriers to health. Our community benefit programming for 2013-2016 focused on the following three priority areas:

- Primary care services and information (health literacy) including adequate Spanish capacity
- Specialty care
- Affordable, local mental health services

Community Programs We Support

Just a few ways we are supporting
our community

How We Help

Communities

John Muir/Mt. Diablo Community Health Fund
Food Bank of Contra Costa and Solano

Seniors

Caring Hands Volunteer Caregivers & Transportation
Fall Prevention Program of Contra Costa County
John Muir Health Senior Services programs

Adults

Contra Costa CARES
Complex Community Care Coordination
Every Woman Counts
Lung Cancer Screening Program
Mobile Health Clinic
Operation Access
Putnam Clubhouse
La Clínica Specialty Care Program
Monument Impact Positive Minds in Action Program
Respite Care Shelter for the Homeless
Transforming Chronic Care Partnership

Youth

Community Nurse Program
Beyond Violence
Healthy and Active Before 5
Mobile Dental Clinic

Positive Minds in Action (Mentes Positivas en Acción):

Transforming lives with a program led by trained community members

When she walked through the doors to start the Positive Minds in Action program – Mentes Positivas en Acción – María was at the end of her emotional resources. She was depressed from serious issues, including an attempted assault and a sudden divorce that rocked her security. Eating from stress, she had reached 280 pounds.

María joined the program and became part of a small, supportive community group. The program, facilitated entirely in Spanish, reaches those who self-identify as living with stress and depression. Cognitive behavioral stress management tools are used to supportively teach participants to lower stress and depression levels, and to control reoccurrence.

“People in this program know where I’m coming from; that’s what makes it work.”

– María, Positive Minds in Action

The eight-week program is led by two Concord resident leaders called promotores. A promotora is a lay Hispanic/Latino community member who receives specialized training to provide basic health education without being a professional health care worker. In this case, they attended a 14-week Mentes Positivas en Acción promotores training class.



María was amazed to feel a change right away. “It was a great experience for me. I got perspective and support from other women and men. I learned to internalize tools to improve my health and happiness. The program really helped me find a way to manage stress.” Since then, she has regained confidence, improved her outlook, and lost more than 100 pounds – and, she says, she feels ten years younger.

Through a regular Community Health Needs Assessment, John Muir Health, other hospital partners, and community stakeholders identified behavioral and mental health as a key health need requiring intervention. Based on this need, and in partnership with Monument Impact, a community-based nonprofit with deep roots in Concord’s Monument Corridor, John Muir Health started planning for the *Mentes Positivas* program in 2015. Next steps included robust training of the initial *promotores*, and launching the first eight-week session in 2016.

John Muir Health has contributed nearly \$850,000 to Monument Impact since 2006, supporting other vital programs in the Concord community and is currently focusing the contributions on *Mentes Positivas*. Monument Impact’s mission is to provide training and tools to help the local community to become economically self-sufficient, healthy and safe, civically engaged and connected to each other, and committed to lifelong learning.

UCSF Assistant Professor Rosa Maria Sternberg, RN, PhD, spearheaded the *Mentes Positivas* program’s development and has made it the first documented, evidence-based mental health *promotores* program in the country, says Andrea Foti, Program Director. She adds, “Ideally, we want to expand. We are seeing such notable results.” To date, 14 *promotores* have been formally trained and 100 clients have been helped. According to

Jamie Elmasu, Program Coordinator and Evaluator of Community Health Improvement at John Muir Health, the train-the-trainer approach has proven to be remarkably effective.

Azucena, who is currently being trained to be a *promotora* herself, originally found the program when she was seeking a way to climb out of depression. “I knew that so many others were going through similar problems, so I took the class.” Training took 14 weeks, and she is now bringing *Mentes Positivas* resources to local residents.

Why is it so successful? María says: “As Latinos, we have a different, more private culture. People in this program know where I’m coming from; that’s what makes it work. The crises immigrants face - not fitting in, a new language, many barriers, divided feelings about home – this program really helps you reflect on the past and take the good from it. The *promotores* help you define your problems, see that you are stressed, tolerate it, and use a positive approach so you don’t get stuck there.”

Lorena, *Promotores* Coordinator, says that one of the most difficult cultural hurdles is the stigma associated with mental health issues. “We remove stigma in the small groups, with just five to eight people who share, confidentially. It’s more relaxed and very supportive.”

Like Azucena, many other participants are very motivated after the program. María says:

“I have a lot of reasons to say thank you to this program. I needed it so much when I started. Now, I want to be trained to become a *promotora* myself, and give back with all my heart.”

Food Bank:

Community Produce Program delivers fresh food, fostering health in East Bay neighborhoods

On a sunny morning, volunteer Tim Betts loads bags of fresh oranges and big green cabbages onto a folding table, where they will soon be in the hands of people in need - clients of the Community Produce Program. The "pantry" truck from the Food Bank of Contra Costa and Solano has brought carrots, cabbage, apples, oranges and potatoes to the distribution site at St. Bonaventure Church in Concord. The twice-monthly delivery is a big support for low-income families in the area. Throughout each month, the "pantry" truck also travels to Martinez, Antioch, Bay Point, Richmond and many other areas to distribute fresh food more broadly.

Betts is both a client and a volunteer. In 2010, he became disabled from a construction injury. Now, his wife's income covers their house payment, and he is a stay-at-home dad, as well as the family cook. He is a big supporter of the program.

"The Food Bank is relied upon by one in eight of our neighbors today."

- Larry Sly, Executive Director, Food Bank of Contra Costa and Solano

"When you're trying to get the right nutrients to your table, fresh is everything," Betts says. "We have great provisions here. I see people of all ages - a lot of seniors, caregivers, and the baby boomer crowd, trying not to be homeless. There are lots of families with young kids. Everyone needs good nutrition."

His daughter helps at the distribution site during school breaks, and she

sees friends there. "Things have changed," says her dad. "Now, there are many more families who count on the Food Bank and this program."

The Community Produce Program started in 2012 with a grant from the John Muir Health-supported John Muir/Mt. Diablo Community Health Fund (CHF). The targeted funding allowed the Food Bank to buy its first customized truck that serves as a mobile produce market, plus hire a driver and a nutrition educator. To help sustain the initiative moving forward, the CHF also helped raise more than \$200,000. In addition to providing support through the CHF, John Muir Health has also contributed more than \$100,000 to the Community Produce Program.

The funding has helped the Food Bank's programs grow to keep up with the needs of area residents. Now, the program distributes produce at more than 50 sites in Contra Costa and Solano counties, serving 3,200 families each month.

Overall, "the Food Bank is relied upon by one in eight of our neighbors today," according to Larry Sly, its Executive Director. In 2016, the Food Bank distributed 20 million pounds of food, more than half of which was fresh produce. Families take home on average 20 pounds of fresh produce at each distribution through the Community Produce Program - healthy food that they might not otherwise be able to afford.

"When you look at the areas we serve, there are incredible food deserts, without good grocery stores, in low-income neighborhoods. So, people may buy inexpensive things, such as bread or ramen. Fresh produce can be expensive. People often choose high-salt, high-fat foods, which they can get economically - like fast food. It's scary that people who are trying to get by on a fixed income are relying on that for their nutrition."



“When you’re trying to get the right nutrients to your table, fresh is everything.” - Tim Betts, Community Produce Program client & volunteer

Lack of fresh fruits and vegetables in the diet can contribute to health problems that are all too common, from obesity to Type 2 diabetes, heart disease, high blood pressure, some cancers and other diseases and complications.

Sly continues, “We’ve seen such positive things come out of our relationship with John Muir Health and the CHF, because we have the same goals. When we provide nutritious food, it directly impacts health. Now, with this program, we can tell families, ‘we’re going to be in front of your children’s school on Tuesday.’ It makes a huge difference in meeting their needs. We see kids carrying bags of apples home like presents.”

Results from a recent study demonstrate how important the initiative has proven to be: it has both increased consumption of fruits and vegetables for the majority of its clients, and improved their understanding of how to incorporate fresh foods into daily diets.

Like Tim Betts, Lila Brunton, a senior citizen in Martinez, is a client and a volunteer. With a friend, she hands out fresh produce at the Boys & Girls Club in Martinez. They consider the Community Produce Program an investment in their neighborhood’s well-being. Lila says,

“Without this kind of support, people in this neighborhood would have a hard time getting the foods that help them eat healthy. We support each other - we’re a true community.”

John Muir/Mt. Diablo Community Health Fund Celebrates 20 Years of Supporting Health Initiatives

The John Muir/Mt. Diablo Community Health Fund (CHF) is dedicated to distributing grants and partnering with other community-based, nonprofit organizations to support sustainable health initiatives. These initiatives build bridges between health services and the people who need them most in central and east Contra Costa County.



This year, the CHF celebrates two decades of support for programs and organizations that work to improve the health of people who may have limited resources for care. Since the CHF was created in 1997 through the merger of Mt. Diablo Medical Center and John Muir Medical Center, John Muir Health has contributed over \$26 million to support the CHF's grant making efforts.

“Creating lasting health and health care improvements and partnerships for those most at-risk for poor health in our community is a core part of John Muir Health’s mission and essential to the work of the CHF board and staff,” says Lillian Roselin, the CHF’s Executive Director. **“We’ve made significant strides in the last 20 years, but the need continues to be great, and there is more work to be done as we plan for the next 20 years ahead.”**

John Muir Health and the CHF are very proud to continue our mission-driven programs to serve the most vulnerable residents in our community. We work tirelessly to continue to provide support for high quality, culturally-attuned primary and specialty medical care, as well as dental care, behavioral health care, and healthy aging services. John Muir Health and the CHF will continue to work together to foster systemic change that improves access to care and the health of underserved and uninsured residents in our community for many years to come.

Visit johnmuirhealth.com/about-john-muir-health/community-commitment for more on the community work of John Muir Health and the CHF.

To learn more about John Muir Health's
community benefit programs, visit Community
Commitment at johnmuirhealth.com

